



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending March 31, 2009**

<b>Out of Service More Than 24 Hours</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,567.71	\$1,449.32	\$1,213.71	\$5,230.74
B. Number of credits issued for repairs - 24 - 48 hours	153	219	210	582
C. Number of credits issued for repairs - 48 - 72 hours	17	31	23	71
D. Number of credits issued for repairs - 72 - 96 hours	6	3	0	9
E. Number of credits issued for repairs - 96 - 120 hours	12	2	3	17
F. Number of credits issued for repairs > 120 hours	11	1	2	14
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2,256	2,196	1,099	5,551
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,725.62	\$4,527.41	\$1,424.43	\$8,677.00
B. Number of installations after 5 business days	206	254	176	636
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	8	28	3	39
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	330	295	319	944
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$6,300.00	\$6,950.00	\$4,150.00	\$17,400.00
B. Number of customers receiving credits	129	143	88	360
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10	13	10	33

**Comments**